



Producers Advisory Committee

Recommendations on Training:

- Training for resident producers should cover:
 - (1) ACA reforms and the market structure and rules for non-group and small-group insurance,
 - (2) Eligibility rules for Premium Tax Credits and Cost-Sharing Reduction subsidies and small business tax credits,
 - (3) Eligibility and referral protocols for Medicaid and the DC Healthcare Alliance,
 - (4) Application of the individual responsibility requirement,
 - (5) SHOP eligibility and rules,
 - (6) How to use DC Health Link, including the broker portal, to serve clients, to share resources, and to enroll clients in qualified health plans in the Exchange,
 - (7) Appeals rights and processes for individuals and small groups, and
 - (8) Procedures and contacts for referrals.
- Training for non-resident producers who are certified to sell in another state-based exchange or a federally-facilitated exchange should have training that covers DC specific policies from the general training categories for resident brokers.
- Broker training requirements for DC Health Link should fulfill continuing education (CE) requirements currently in place for licensure, to the extent feasible.
- Training costs should not be a barrier to brokers selling coverage through the exchange.
- Resident, non-resident, and any additional annual training should be available on-line and may also be offered in person, to the extent feasible. Such training should utilize existing distribution channels including third party administrators, wholesalers, and general agents where feasible.
- Ongoing training will only be required if DC or federal policy or IT changes necessitate it. If needed, such training should fulfill continuing education requirements, to the extent feasible.

Brokers selling coverage in DC Health Link:

- Broker must hold a resident or non-resident license in the District of Columbia.
- The DC Health Benefit Exchange Authority is taking an open door approach to brokers selling qualified health plans in DC Health Link. Brokers must be contracted or appointed with all health insurance carriers who offer their products in DC Health Link, and carriers shall accept such contracts and appointments from brokers that meet their licensure and insurance requirements. This is also a program integrity provision as it ensures proper errors and omissions coverage and knowledge of all qualified health plan offerings by brokers selling coverage in DC Health Link.